



Your business  
is our business.

REDACTED FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: [www.jsitel.com](http://www.jsitel.com), e-mail: [jsi@jsitel.com](mailto:jsi@jsitel.com)

June 24, 2016

**Via Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2016 ETC Annual Report of North Central Telephone Cooperative, Inc.  
Study Area Code 290573**

Dear Ms. Dortch:

On behalf of North Central Telephone Cooperative, Inc. ("Company"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the Company's Five-Year Service Quality Improvement Plan Progress Report required by Section 54.313.<sup>3</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

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<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<sup>3</sup> 47 C.F.R. §§ 0.457, 0.459, 54.313.



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June 24, 2016

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2016 ETC Annual Report of North Central Telephone Cooperative, Inc.  
Study Area Code 290573  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client North Central Telephone Cooperative, Inc. (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,<sup>1</sup> withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
2. Pursuant to Section 54.313, Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission a Progress Report on its Five-Year Service Quality Improvement Plan ("Progress Report") which is contained in the attachment to the 2016 Report.<sup>4</sup>
3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Progress Report provided at FCC Form 481 Line 112 attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

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<sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>4</sup> 47 C.F.R. §§ 54.313.

4. With respect to identifying the degree to which the subject attachment concerns a service that is subject to competition, the information is of a financial and competitive nature regarding the provision of telecommunications services. The Line 112 attachment contains competitively sensitive information related to proposed improvements or upgrades and maintenance the Company's network.

In its *March 5, 2013 Order*, the FCC. The FCC specified that for rate-of-return carriers, the five-year plans "should describe the carrier's network improvement plan, which should provide greater visibility into current plans to extend broadband service to unserved locations in rate-of-return service territories."<sup>5</sup> The Company's Progress Report updates this information as well as provides maps and detailed information as to whether or not network improvement objectives were achieved at the wire center level. Accordingly, because the Company is a rate-of-return carrier, it must file Progress Reports which contain proprietary, competitively sensitive information related to the Company's existing network including the specific locations of customers as well as describe proposed improvements or upgrades and maintenance of its network throughout its service area. Specifically, this information sets forth services provided by the Company over its existing network including specific locations of customers as well as planned network improvement and maintenance for the years 2015 through 2019 including project start and completion dates, population that will be impacted by the improvements and upgrades at the wire center level and projected capital costs associated with the improvements and upgrades and operating costs associated with maintaining the network including depreciation for investments that have already been made. As such, this information contains competitively sensitive information related to the Company's existing network as well as detailed plans at the wire center level for network upgrades and maintenance projected for the years 2015 through 2019.

5. With respect to identifying possible exposure to competitive harm, the information contained in the Line 112 attachment is information that is not customarily released to the public. This information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.
6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing

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<sup>5</sup> See *Connect America Fund et al.*, WC Docket 10-90 *et al.*, Order, DA 13-332 (rel. Mar. 5, 2013) ("*March 5, 2013 Order*") at para 9 citing Section 54.202(a) (1) (ii).

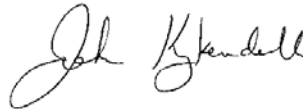
the attachment under seal. The Company uses the information contained in the Progress Report to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.

7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Progress Report provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form****REDACTED FOR PUBLIC INSPECTION**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Johnny McClanahan
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	johnny.mcclanahan@nctc.com
Form Type		54.313 and 54.422

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no )	<input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no )	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

290573tn112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable



<b>(300) Unfulfilled Service Request Data Collection Form</b>	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<300> Unfulfilled service request (voice)

0
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<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

5
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290573TN330 .pdf

<330> Detail on attempts (broadband)

Name of Attached Document



(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

<b>(500) Compliance With Service Quality Standards and Consumer Protection Rules</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mccclanahan@nctc.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
290573tn510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

<b>(600) Functionality in Emergency Situations Data Collection Form</b>	<b>REDACTED FOR PUBLIC INSPECTION</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	290573tn610.pdf



## Page 9

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

[illegible]

## FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com
<810>	Reporting Carrier	North Central Telephone Cooperative
<811>	Holding Company	Name Not Available
<812>	Operating Company	North Central Telephone Cooperative

[illegible]

<b>(900) Tribal Lands Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	290573
<015> Study Area Name	NORTH CENTRAL COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035> Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

\_\_\_\_\_  
Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

\_\_\_\_\_  
Name of Attached Document



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	290573
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<020>	Program Year	2017
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

290573tn1210.pdf

Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)






Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

**(2000) Price Cap Carrier Additional Documentation (Continued)**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing  
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing  
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

<010>	Study Area Code	290573
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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	Yes - Attach Certification
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or	<input type="checkbox"/>
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3022)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

**REDACTED FOR PUBLIC INSPECTION**

**(3005) Rate Of Return Carrier Additional Documentation (Continued)**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<b>(4005) Rural Broadband Experiment Additional Documentation</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> <b>OMB Control No. 3060-0986/OMB Control No. 3060-0819</b> <b>July 2013</b>
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<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
--	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
---	--	--

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



<b>Certification - Agent / Carrier</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	290573
<015> Study Area Name	NORTH CENTRAL COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035> Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

<b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	NORTH CENTRAL COOP
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/22/2016
Printed name of Authorized Officer:	Johnny McClanahan
Title or position of Authorized Officer:	VP Finance and Administrative Services
Telephone number of Authorized Officer:	6156662151 ext.
Study Area Code of Reporting Carrier:	290573 Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

<b>Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	NORTH CENTRAL COOP
Name of Authorized Agent Firm:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/22/2016
Name of Authorized Agent Employee:	Lans Chase
Title or position of Authorized Agent or Employee of Agent	Staff Director - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	7705692015 ext.1
Study Area Code of Reporting Carrier:	290573 Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 112**

**Five-Year Network Improvement Plan and  
Progress Report**

**ATTACHMENT REDACTED IN ENTIRETY**

**North Central Telephone Cooperative – SAC 290573**

**Line 310 – Unfulfilled Voice Telephony Service Requests Resolution**

- 11/13/2015 - Customer 1 - Only had 512K available - Part of ongoing FTTH project – Customer will be fiber by June/July 2016.
- 05/26/2015 – Customer 2 – Only had dial up available - Part of ongoing FTTH project – Customer will be fiber by June/July 2016.
- 05/14/2015 – Customer 3 - Only had dial up available - Part of ongoing FTTH project – Customer will be fiber by June/July 2016.
- 05/07/2015 – Customer 4 - Only had dial up available - Part of FTTH project PEA RIDGE scheduled in 2017 Buildout.
- 04/15/2015 – Customer 5 - Only had 3 Mbps - Part of OHAR remote which is on the on 2017 buildout schedule.

**North Central Telephone Cooperative, Inc.**  
**Demonstration of Complying with Applicable Service Quality Standards and**  
**Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

As a Cooperative, and in accordance with Tennessee Code Annotated, Title 65 Public Utilities and Carriers, Chapter 29 Telephone Cooperatives, North Central Telephone Cooperative, Inc. (“Company”) is not governed by the Rules of the Tennessee Regulatory Authority for service quality standards and consumer protection rules. However, since the Company also operates in the state of Kentucky and in the interest of protecting its own customers has incorporated consumer protection procedures that follow the Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of KRS Chapter

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

278.541 to 278.544 and 807 KAR 5:011, which disclose rates, terms and conditions of service to customers; (2) adherence to Kentucky state consumer protection requirements governing telephone providers which include Consumer protections as identified in KRS Chapter 278.546, Pricing Procedures as illustrated in KRS Chapter 278.542(1), and Compliance with Anti-Slamming Procedures as adopted in KRS Chapter 278.535; (3) truth-in-billing requirements as required in 807 KAR 5:061, Section 13; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy. Additionally, incumbent local exchange carriers are required by 807 KAR 5:061, Section 4(4) to maintain records of and report monthly various service objectives related to the Provision of Service, 807 KAR 5:061, Section 10(1); Dial Service Requirements, 807 KAR 5:061, Section 15(1) and (2); Answering Time, 807 KAR 5:061, Section 22(1) and (2) and Service Interruption, 807 KAR 5:061, Section 25(3) and (4).

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company furthermore will comply with all requirements set forth in the 2015 Open Internet Order when it becomes effective.

**North Central Telephone Cooperative, Inc.**  
**Demonstration of Ability to Function in Emergency Situations for Voice and**  
**Broadband Services**

North Central Telephone Cooperative, Inc. (“Company”) hereby certifies that it is able to function in emergency situations as set forth in Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2).<sup>1</sup> The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

As a Cooperative, and in accordance with Tennessee Code Annotated, Title 65 Public Utilities and Carriers, Chapter 29 Telephone Cooperatives, Company is not governed by the Rules of Tennessee Regulatory Authority, Chapter 1220-4-2, 1220-4-2-.23 Emergency Operation. However, the Company meets or exceeds the Kentucky Public Services rules and therefore in accordance with 807 KAR 5:061. Telephone, Section 24, has a plan in place to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedure. Each central office building is supplied with standby generators and battery back-up that enable the central office to keep running for at least the minimum of four (4) hours, or until system changes are made to

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites in accordance with the specifications identified in Section 24 of the 807 KAR, 5:061, Emergency Operations. The company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.



REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<701> Residential Local Service Charge Effective Date

1/1/2016

<702> Single State-wide Residential Local Service Charge

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

<b>(710) Broadband Price Offerings</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
<035>	Contact Telephone Number - Number of person identified in data line <030>	6156886419 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	TN	ALL	39.95	0.0	39.95	4.0	1.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	47.95	0.0	47.95	6.0	1.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	54.95	0.0	54.95	6.0	2.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	49.95	0.0	49.95	12.0	0.768	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	59.95	0.0	59.95	12.0	12.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	69.95	0.0	69.95	30.0	30.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	99.95	0.0	99.95	50.0	50.0	999999.0	Other, No Limit on Usage Allowance
	TN	ALL	199.95	0.0	199.95	100.0	100.0	999999.0	Other, No Limit on Usage Allowance
	KY	ALL	44.95	0.0	44.95	6.0	0.768	999999.0	Other, No Limit on Usage Allowance
	KY	ALL	59.95	0.0	59.95	12.0	2.0	999999.0	Other, No Limit on Usage Allowance

REDACTED FOR PUBLIC INSPECTION

<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290573
<015>	Study Area Name	NORTH CENTRAL COOP
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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<810>	Reporting Carrier	North Central Telephone Cooperative
<811>	Holding Company	Name Not Available
<812>	Operating Company	North Central Telephone Cooperative

[illegible]

Kentucky North Central Telephone Coop (SAC 29037)

REDACTED FOR PUBLIC INSPECTION



Service &amp; Support

Products

About NCTC

News Digest

[www.nctc.com/about-nctc/help-with-your-phone-bill/](http://www.nctc.com/about-nctc/help-with-your-phone-bill/)

## Help With Your Phone Bill

[Home](#) » [About NCTC](#) » [Help With Your Phone Bill](#)

### Consumer Information

Monthly Lifeline Support in Tennessee is \$9.25, and \$12.75 in Kentucky.

However, the federal Link Up assistance, which helped low income individuals with the initial connection of their telephone service, is no longer available.

Our customers who receive federal and/or state aid in Kentucky and Tennessee including at least one of the following programs can qualify for Lifeline:

- Medicaid
- Foodstamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance / Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families Program (TANF)
- National School Lunch Free Lunch Program (NSL)

For specific details based on your state of residence, please visit the following websites or call the numbers below.

Lifeline for Tennessee residents: <http://www.tennessee.gov/tra/consumerfiles/teleassist.html>

Tennessee Regulatory Authority – Consumer Services Division 1-877-691-2969 (voice)

Lifeline for Kentucky residents: <http://psc.ky.gov/agencies/psc/consumer/lifeline.pdf>

Kentucky Public Service Commission 1-800-772-4636

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Attachment - Line 1210

[What's On TV](#)[Our Wi-Fi Hotspots](#)[Tech Chat](#)[Home Security](#)[Demos/Learn How](#)[Online Directory](#)



**September 13, 2013**  
**Lafayette, TN**  
**64°F**

High - 73°F | Low - 48°F  
 Feels Like - 66°F

**Three-Day Forecast**

Saturday	Sunday	Monday
		
74°F 51°F	81°F 68°F	83°F 61°F

**NORTH CENTRAL TELEPHONE COOPERATIVE  
INCORPORATED  
LOCAL EXCHANGE TARIFF****PSC KY TARIFF NO. 3****SECTION C**

Fourth Revised Sheet No. 10

Replaces Third Revised Sheet No. 10

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)****C.4 Lifeline (Cont'd)****C.4.5 Application of Rates and Charges**

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service charges may be applicable for installing or changing Lifeline service.
- 3.
4. Service charges do not apply for converting existing service to Lifeline.

**C.4.6 Credit Amount**

The Lifeline credit passed through to the customer consists of:  
Credit, one per Lifeline per Household, limited to the total amount of charges.

The State and Federal Credit, one per Lifeline.

	<u>Federal</u>	<u>State</u>
Lifeline Credit	\$ 9.25 (R)	\$3.50

Issue Date: June 26, 2012

Effective Date: August 1, 2012

Issued By: / Nancy J. White /

Nancy J. White, President and CEO

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)**

C.4 Lifeline (Cont'd)

C.4.2 Regulations

1. (D)
2. One low-income credit is available per Household and is applicable to the primary residential connection only. (C)
3. A Lifeline customer may subscribe to any local service offering available to other residence customers.
4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. The federal primary inter-exchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to toll blocking and do not pre-subscribe to a long distance carrier.

Issue Date: April 2, 2012

Effective Date: April 2, 2012

Issued By: / Nancy J. White /  
Nancy J. White, President and CEO

**RECEIVED**

4/2/2012

PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)**

**C.4 Lifeline (Cont'd)**

**C.4.2 Regulations (Cont'd)**

7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Section B of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
8. Lifeline is not available for resale.

**C.4.3 Eligibility**

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low-income assistance programs or have income at or below 135 percent of the Federal Poverty Guidelines [Note 1].

(C)

(C)

  - (a) Supplemental Security Income (SSI)
  - (b) Supplemental Nutrition Assistance Program (T)
  - (c) Medicaid
  - (d) Federal public housing/Section 8
  - (e) Low Income Home Energy Assistance Program (LIHEAP)
  - (f) Temporary Assistance to Needy Families program (TANF)
  - (g) National School Lunch's free program (NSL)
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

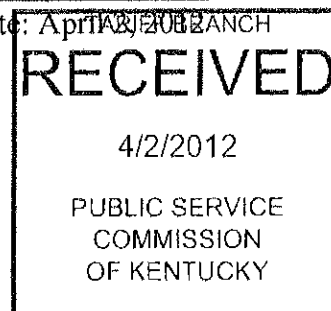
[Note 1] This provision is effective June 1, 2012.

(N)

Issue Date: April 2, 2012

Effective Date: April 2, 2012

Issued By: /Nancy J. White /  
Nancy J. White, President and CEO



**North Central Telephone Coop (SAC 290573)**

**Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))**

North Central Telephone Coop (SAC 290573) hereby certifies that throughout 2015, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, and offering broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream is reasonable, the Company offers broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream.



**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 3017**

**ATTACHMENT REDACTED IN ENTIRETY**